

RMA MODULE - B2C (RETURN MERCHANDISE AUTHORIZATION)

WHAT TO DO?

1. Fill in this form and send it to: **customer@ndsenergy.it**
2. Pack the goods carefully to avoid damage during transport.
3. Print the label sent by the courier by email and stick it on one side of the box containing the goods.
4. Wait for the courier to arrive with the package ready for collection and the shipping label attached.

SIMPLIFIED PRIVACY POLICY

WHO PROCESSES MY DATA?	NDS Energy s.r.l., with registered office in Strada Comunale Collevento, 63/bis - 65015 Montesilvano (PE) and with administrative office in Via Giovanni Pascoli 169, 65010 - Cappelle sul Tavo (PE) - VAT No.: IT02065080687, Email: info@ndsenergy.it ; PEC: ndsenergysrl@legalmail.it ; Switchboard: +390854470396 (hereinafter also "Owner")
AM I OBLIGED TO GIVE MY DATA?	The provision of your data is mandatory in order to carry out the requested activity. You may, however, refuse to provide your personal data; failure to provide them, or providing them in part or inexactly, may make it impossible for us to perform the requested activity.
HOW LONG WILL MY DATA BE PROCESSED?	The data will be processed for as long as is necessary to provide the performance or service and, after the communication of the termination of the activity of the owner or manager or the revocation of the appointment of the DPO, the data will be retained in accordance with the rules on retention of administrative documents.
WHO DO YOU SEND MY DATA TO?	The data may be made accessible to all subjects capable of achieving the purposes for which they were collected or for archiving purposes, including: employees and collaborators or the Owner, in their capacity as appointees and/or data processors and/or system administrators; to collaborating companies of NDS Energy s.r.l. of which the Data Controller is part (e.g. for support activities in the study of the feasibility of the customer's project, for technical management of the project, for the storage of personal data, etc.) or to third parties (e.g. providers for web and IT management, suppliers, banks, professional firms, etc.) that perform outsourcing activities on behalf of the Data Controller.
WHAT RIGHTS DO I HAVE OVER MY DATA?	The rights of your personal data may be exercised for: access, rectification, cancellation, restriction of processing or to oppose processing (Art. 15 et seq. of the RGPD) by sending a registered letter with return receipt to NDS Energy s.r.l. - Via Giovanni Pascoli - 65010 Cappelle sul Tavo (PE) and an e-mail to ndsenergysrl@legalmail.it
WHO CAN I CONTACT?	The persons concerned are also entitled to lodge a complaint with the Garante as supervisory authority in accordance with the procedures laid down.
IS THAT ALL?	More details on the purposes of processing can be found in the 'Personal data management detailed information' sheet available on the NDS website at: https://www.ndsenergy.eu/PRIVACY_GB01.pdf .

SECTION 1. Withdrawal

CONTACT FOR WITHDRAWAL (all communications will be forwarded to the above contacts)

Contact name		
Contact surname		
Street, house number		
Postal code	City	Country
Phone number		
Contact Email		

SECTION 2. Billing data

TAX Number	
Company EU VAT Number (if present)	
Italian unique number SDI (if present)	
Italian Pec email (if present)	

CHECK WHICH INFORMATION WE SHOULD USE FOR BILLING

<input type="checkbox"/>	Those of Retreat
<input type="checkbox"/>	Those listed below

BILLING DETAILS (IF DIFFERENT FROM THE WITHDRAWALS)

Company name	
Address	
Postal Code	
City	

SECTION 3. Shipment

SHIPPING ADDRESS (IF DIFFERENT FROM WITHDRAWAL)?

Contact Name and Surname	
Street, house number	
Postal code	City

SHIPPING COSTS

Please check the box corresponding to the chosen handling method

<input type="checkbox"/>	Products under warranty - Shipping covered by NDS
<input type="checkbox"/>	Products out of warranty - Shipping paid by the customer. The costs will be charged on the invoice when the product is returned.

SECTION 4. Products sent for repair

COMPILE A LIST OF THE PRODUCTS SENT USING THE TABLE BELOW

For each product shipped, please also add a short description of the detected problems

Model number	Serial Number	Anomaly detected

PERSONAL DATA MANAGEMENT DETAILED INFORMATION

Information will be provided regarding the use by the undersigned company of the personal data you have provided. Pursuant to Regulation (EU) 2016/679 "General Data Protection Regulation" (GDPR) and Italian national legislation art. 13 D.Lgs. 30.6.2003 n. 196 "Codice Privacy"

1. Data controller

NDS Energy s.r.l., with registered office in Strada Comunale Collevento, 63/bis - 65015 Montesilvano (PE) and with administrative office in Via Giovanni Pascoli 66/98, 65010 - Cappelle sul Tavo (PE) - VAT No.: IT02065080687, Email: info@ndsenergy.it; PEC: ndsenergysrl@legalmail.it; Switchboard: +390854470396 (hereinafter also "**Owner**")

2. Processing Object

Identification and tax data you provide: first name, surname or company name, domicile, birth, TAX code, VAT number, email, telephone number, bank details - hereinafter, "personal data" or also "data".
Excluded from this processing are all categories of sensitive data pursuant to Art. 9 par.1 Reg. (EU) 2016/679.

3. Processing purpose

Your personal data are processed as follows:

- A) **Without your express consent (art. 24 lett. a), b), c) Codice Privacy and art. 6 lett. b), e) GDPR), in order to provide the requested service:** to conclude contracts for the Controller's services, invoicing, shipping and logistics, internal management of processing, fulfilment of pre-contractual, contractual and fiscal obligations arising from existing relations with you; to fulfil the obligations provided for by law, by a regulation, by Community legislation or by an order of the Authority (such as anti-money laundering); to exercise the rights of the Controller, such as the right to defence in court;
- B) **Only with your specific and distinct consent (art. 23 and 130 Codice Privacy and art. 7 GDPR), for the following Marketing Purposes:** to send you via e-mail, post and/or sms and/or telephone contacts, newsletters, commercial communications and/or advertising material on products or services offered by the Owner and detection of the degree of satisfaction on the quality of services; to send you via e-mail, post and/or sms and/or telephone contacts commercial and/or promotional communications of third parties (for example, business partners, other companies of the Group). If you are already our customer, we may send you commercial communications relating to the Controller's services and products similar to those you have already used, unless you object (art. 130 c. 4 Codice Privacy).

4. Processing methods

The methods are prescribed by art. 4 Codice Privacy and art. 4 n. 2) GDPR, namely: collection, recording, organization, storage, consultation, processing, modification, selection, extraction, comparison, use, interconnection, blocking, communication, cancellation and destruction of data.

The processing will be carried out using manual and/or telematic, computerised and/or automated tools with organisational and processing logics that are strictly related to the purposes and in any case in such a way as to guarantee the security, integrity and confidentiality of the data in compliance with the organisational, physical and logical measures provided for by the provisions in force.

In particular, the following security measures have been adopted: measures to deal with the risks of destruction, loss, modification, access, unauthorised disclosure, Authentication and authorisation systems, IT protection systems (antivirus, firewall, access restrictions), Physical protection systems: video surveillance and anti-intrusion systems (locks, restricted access areas, alarms).

Personal data will be kept for the time necessary to fulfil the purposes for which they were collected and in any case for no longer than 10 years from the termination of the relationship for Service Purposes and for no longer than 4 years from the termination of the relationship for Marketing Purposes.

5. Access to data

A) and 3.B) to all subjects capable of achieving the purposes for which they were collected or for archiving purposes, including: employees and collaborators or the Data Controller, in their capacity as persons in charge and/or data processors and/or system administrators; collaborating companies of NDS Energy s.r.l. of which the Data Controller is part (e.g. for support activities in the study of the feasibility of the customer's project, for technical management of the project, for the storage of personal data, etc.) or to third parties (e.g. providers for web and IT management, suppliers, banks, professional firms, etc.) that perform outsourcing activities on behalf of the Data Controller.

6. Data communication

Pursuant to art. 24 lett. a), b), d) Privacy Code and art. 6 lett. b) and c) GDPR, the Data Controller may disclose your data for the purposes of art. 3.A) to Supervisory Bodies, Judicial Authorities as well as to all other entities to whom disclosure is mandatory by law for the fulfilment of the aforementioned purposes. Your data will not be disseminated.

7. Data transfer

The management and storage of personal data, if it is digital data, shall take place on servers located within the European Union of the Data Controller and/or third party companies. It is understood that the Data Controller, if necessary, may move the location of the servers to Italy and/or the European Union and/or non-EU countries. In this case, the Data Controller assures as of now that the transfer of data outside the EU will take place in compliance with the applicable provisions of law by signing, if necessary, agreements that guarantee an adequate level of protection and/or adopting the standard contractual clauses provided by the European Commission.

8. Rights of the person concerned

Your rights, as data subject, are expressed by art. 7 Codice Privacy and art. 15 GDPR and precisely:

- I. confirmation of the presence or not of personal data concerning you, and their communication in intelligible form;
- II. indication of: a) the origin of the personal data; b) the purposes and methods of processing; c) the logic applied in the event of processing carried out using electronic instruments; d) the identity of the data controller, data processors and representatives designated pursuant to art. 5, paragraph 2 of the Codice Privacy and art. 3, paragraph 1 of the GDPR; e) the subjects or categories of subjects to whom the personal data may be communicated or who may become aware of it in their capacity as designated representative in the territory of the State, data processors or persons in charge of processing;
- III. obtain: a) updating, rectification, integration of data; b) cancellation, transformation into anonymous form or blocking of data processed in violation of the law; c) certification that the operations referred to in letters III a) and III b) have been notified, also as regards their contents, to those to whom the data were communicated or disseminated, unless this requirement proves impossible or involves a manifestly disproportionate to the protected right;
- IV. oppose, in whole or in part: a) for legitimate reasons, the processing of personal data concerning you, even if pertinent to the purpose of collection; b) the processing of personal data concerning you for the purpose of sending advertising materials or direct selling or for carrying out market research or commercial communication, through the use of automated calling systems, by email and / or through traditional marketing methods by phone and / or mail. Please note that the data subject's right to object, as set out in point IV b) above, for the purposes of direct marketing using automated methods, extends to traditional methods and that, in any case, the data subject may exercise his/her right to object even partially. Therefore, the data subject may decide to receive only communications by traditional means or only automated communications or neither of the two types of communication.
- V. Where applicable, he/she also has the rights set out in Articles 16-21 GDPR (Right to rectification, right to be forgotten, right to restrict processing, right to data portability, right to object).

9. How to claim your rights

You may exercise your rights at any time by sending a registered letter with return receipt to NDS Energy s.r.l. - Via Giovanni Pascoli di Terrarossa - 65010 Cappelle sul Tavo (PE) and an e-mail to ndsenergysrl@legalmail.it

10. Complaints

Without prejudice to any other administrative or judicial remedy, if you consider that processing operations concerning you are in breach of this Regulation, you have the right to lodge a complaint with a supervisory authority (Data Protection Supervisor) of the Member State in which you normally reside or work or in which the alleged breach has occurred.

11. Amendments to this Policy

This policy is subject to change without notice. We therefore recommend that you check this policy regularly and always refer to the most up-to-date version.

12. Purpose of providing data and consequences of refusal to answer

The conferment of your data for the purposes of art. 3.A) is compulsory. You may refuse to provide your personal data, but failure to provide them, or providing them in part or inaccurately, may make it impossible for us to carry out the requested activity.

The provision of data for the purposes of art. 3.B) is optional. You may therefore decide not to provide any data or to subsequently deny the possibility of processing data already provided: in this case, you will not be able to receive newsletters, commercial communications and advertising material relating to the Services offered by the Owner. In any case, he/she will continue to be entitled to the Services as per art. 3.A).

If the person giving the data is under 16 years of age, such processing is lawful only if and to the extent that such consent is given or authorised by the holder of parental responsibility for whom the identification data and copies of identification documents are acquired.

MANIFESTATION OF CONSENT
(ART. 23 NO. 196/2003 AND ART. 7 EU REG. NO. 679/2016 GDPR)

I, the undersigned _____ (name and surname), directly concerned with the processing of my personal data as set out below, declare that I have carefully read the section "Detailed information on the processing of personal data", that I have understood its contents, that I have been fully and exhaustively informed by means of this document, and that I am fully aware of the purposes and methods with which the processing of my personal data will be carried out, in accordance with the provisions of EU Regulation 206/679, therefore by signing this form

I AUTHORISE

NDS Energy s.r.l. to the processing of my personal data for the purposes indicated in article 3 paragraph A of this information notice

ALSO

Regarding the processing of the aforementioned personal data for the purposes of commercial information and marketing (e.g. sending of updated price lists, etc.) referred to in Article 3 paragraph B of the section "Detailed information on the processing of personal data":

I CONSENT TO THE PROCESSING OF MY DATA FOR MARKETING PURPOSES

I DO NOT CONSENT TO THE PROCESSING OF MY DATA FOR MARKETING PURPOSES

Place and date

Signature